AVAYA

Configuration Note 6078 - Ver N (03/05)

Avaya Definity G3 and Prologix (APIC)


```
Avaya Definity G3/ProLogix          XXX          Octel 200/300

                          LINE

        TRUNK                          VOICE PATH
                   TDM                              APIC
                   BUS    DIGITAL
                          TN754C     Multiple Return to Operator
                                          Outcalling
                                     Auto-Attendant
                                          Call ID
                                        MWI On/Off

                   CPU
```

1.0   METHOD OF ADAPTIVE INTEGRATION
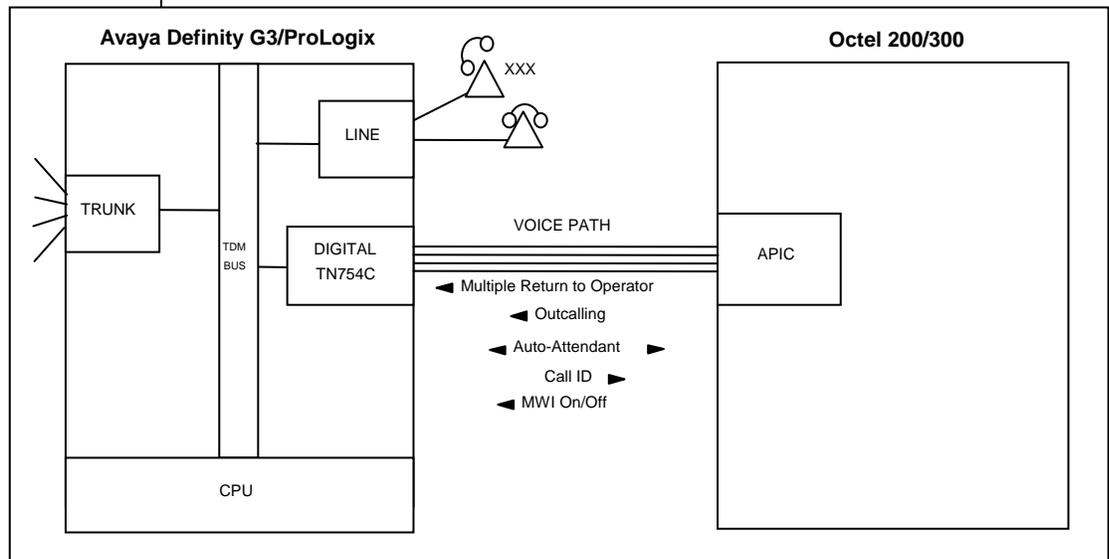
The AT&T PBX Integration Card (APIC) collects call information and performs message-waiting notification

The AT&T PBX Integration Card (APIC) simulates digital stations on the Avaya Definity G3. When a call is received by an APIC port, the digital display provides call information. The APIC collects this data and transmits the call information to the Octel 200/300 message server. The message server then answers the call with the appropriate personal greeting. Message-waiting indicators are set and canceled via the APIC using the Avaya Leave Word Calling feature access codes.

2.0 OCTEL 200/300 MESSAGE SERVER ORDERING INFORMATION

Octel ordering information

- APIC cards, 12 ports each
includes adaptive integration

- Port licenses, in multiples of four

- Disk drives

PBX requirements

3.0   PBX HARDWARE REQUIREMENTS

- Digital TN754B (or TN754C) ports, Vintage 2 or later versions only; one per APIC port. (*see section 8.1)*

• One 25-pair cable per APIC

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

3.1 SOFTWARE REQUIREMENTS

• Any release of Definity G3 and Prologix software can be used.

• One unassigned Class of Restriction (COR) is required for the APIC ports.

4.0   SUPPORTED FEATURES

Supported adaptive integration features

• Call coverage to personal greeting
- busy
- ring-no-answer

• Station forward to personal greeting
- all calls

• Message waiting indicator
- lights
- audible (must be activated on the G3)

• Automated attendant

• Outcalling

• Multiple return-to-operator

• Direct call

• Personal greeting of original-called party using Call Coverage

• Reply to message left by subscriber in internal telephone-answering mode

• ANI (Automatic Number Identification)

5.0   CONFIGURING THE PBX TO INTEGRATE

The screen examples shown are for an Avaya Definity G3. Screens may differ due to the release and version of PBX software. In these screens:

• a **bold** type entry must be made exactly as shown;

• a ***bold italic*** entry must have an assigned value;

• an asterisk (*) represents an entry that must be made but is specific to your installation;

• a blank line (_____) for an entry represents a field that does not need to be changed.

5.1   NAMING CONVENTIONS

The Avaya Definity G3 allows each extension, pilot number, or trunk group to have an alphanumeric name. This name can be up to 27 characters long (on G3V5 and newer software releases). If an extension is given a name, adaptive integration requires that it meet the following restrictions:

If an extension has been assigned a name, these rules must be followed

Subscriber
Extensions: The name must contain the string **XXXX**, where **XXXX** is the subscriber's extension number, **configured as part of the first 15 characters of the name field**

The number must *not* be preceded with **T-**, **A-**, or **D-.**

Trunk groups: The name must contain the string **T-XXXX**, where **XXXX** is the trunk group number assigned in the message server.

The **T** should be upper case.

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

The **D** should be upper case.

Other important restrictions:

• The name may contain any other information that is desired, but the strings specified above must precede any other numeric characters.

• The character immediately following the string must be non-numeric.

Some examples of valid names are:

For extension 1234:   Joe 1234 Jones
                         Joe Jones 1234
                         1234 Joe Dept. 4

For trunk group 61:   T-61
                         T-61 WATS

For APIC port 333:   D-333
                         Port D-333
                         D-333 VM port

NOTE: G3 Version 4 software introduced a new terminal type used for special applications, the 7405ND. If this terminal type is supported on your PBX (it is part of Special Applications package SA7608), by configuring the digital channels supporting the Octel ports as 7405ND ports, including extension numbers as part of the name field is not required.

5.2   COR CONFIGURATION CHANGES

A new Class of Restriction (COR) must be defined for the Octel message server in the Definity G3. This COR is assigned to the digital stations configured as the message server ports.

Configure the G3 COR as follows:

1. Obtain a list of CORs currently in use.

2. Designate a new port COR exclusively for the message server. This port COR is used for all Octel APIC ports.

3. Add the COR for the ports and their hunt group (port COR).

4. Set up a port COR. Under CALLING PERMISSION, enter a **Y** for all other CORs currently in use on the PBX. The Forced Entry of Account Codes? field should be set to **N**.

5. Change each COR in use on the system so that the CALLING PERMISSION entry for the port COR number is set to **Y.** All other CALLING PERMISSION entries should be left as is.

5.3   DIGITAL PORT CONFIGURATION

A digital telephone port must be allocated for each APIC port. These ports must be properly configured as 7405D sets in the G3 to integrate with the Octel message server.

NOTE: Octel recommends that each port be set up to do either call processing or message waiting, but not both. This will prevent delays in message-waiting indication.

Configure the stations as follows:

1. Allocate a Definity G3 extension number for each port.

2. Add the station for the port's extension as a 7405D set.

3. Set up page one of the port's Station Data as shown in *Figure 1.*

4. Configure button assignments 1 and 2 as 'call-appr', for call appearance,. Refer to *Figure 2.*

5. Assign the COR defined for the Octel ports. The type must be 7405D. Do not configure the ports as 7407D sets.

6. Following the naming convention as outlined in section 5.1; define the name entry as D-XXXX where XXXX is the port extension number.

7. Set up the digital extensions configured for call processing in a hunt group. Designate the pilot number of this hunt group as the destination for call coverage. Refer to section 5.5 for hunt group configuration information.

8. On the DISPLAY BUTTON ASSIGNMENTS data-entry screen after 1:, enter NORMAL. Refer to *Figure 3*.

9. Repeat steps 1-8 for all ports.

STATION

Extension:
    Type: **7405 D**
    Port: ****
    Name: *D-****

BCC: 0
Lock Messages? **n**   COR: *62*
Security Code: _____   COS: *1*
Coverage Path: *xx*

FEATURE OPTIONS
    LWC Reception: **none**
    LWC Activation? **y**
    CDR Privacy? **n**
    Redirect Notification? **n**
    Bridged Call Alerting? **n**
    Data Module? **n**
    Display Module? **y**

Coverage Msg Retrieval? **n**
Auto Answer: **none**
Data Restriction? **n**
Idle Appearance Preference? **n**
Restrict Last Appearance? **y**
Feature Module? **n**

Coverage Module? **n**
Disp Clint Redir? **n**

Figure 1

STATION   Page 2 of 2

SITE DATA   Headset? **n**

    Room: _____   Speaker? **n**

    Jack: _____   Mounting? **d**

    Cable: _____   Cord Length: ___

    Floor: _____   Set Color: ___

Building: _____

ABBREVIATED DIALING
    List1: _____   List2: _____   List3: _____

BUTTON ASSIGNMENTS

    1: **call-appr**   6. _____
    2: **call-appr**   7. _____
    3. _____   8. _____
    4. _____   9. _____
    5. _____   10. _____

Figure 2

```
                              STATION

    DISPLAY BUTTON ASSIGNMENTS

     1:  normal
     2: _____
     3: _____
     4: _____
     5: _____
     6: _____
     7: _____
```

Figure 3

5.4 HUNT GROUP CONFIGURATION

All of the APIC ports to be used for call processing are to be configured into a hunt (UCD) group.

NOTE: The APIC ports defined for message waiting are not part of the hunt group.

Configure the hunt group as follows:

1. Select an unused hunt group for the APIC ports. This hunt group is referred to as HX.

2. Select an unused extension number for the hunt-group access number. This extension is referred to as EXTNH.

3. Add hunt group HX to the PBX. Set up the hunt group as shown in *Figure 4*. The hunt group is a queuing UCD (uniform call distribution) group, with all Octel ports that are to perform call processing as its members. Ports that are dedicated to message waiting are not included in the hunt group. The group member assignments should be as follows:

FORMAT	EXAMPLES
<extension> <name>	1: 3888 D-3888
<extension> <name>	2: 3889 D-3889
<extension> <name>	3: 3890 D-3890

The name was assigned to each APIC port when it was configured. Refer to sections 5.1 and 5.3.

4. Assign the hunt group a coverage path (CPX) that has an attendant as its first coverage point. This coverage ensures that if the message server is not operational or all ports are busy, calls will default to the attendant. Refer to section 5.5, step 6.

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HUNT GROUP

Group Number: **HX**   Group EXTENSION: **EXTNH**   GROUP TYPE: **U**

Group Name: *A-EXTNH*   **ACD?** N

Queue? **y**   Vector? n

Security Code: Night Service Desitnation: _____   COR:

ISDN Caller Disp: _____   Coverage Path:

Queue Length: *# of PORTS*

Calls Warning Threshold: _____   Call Warning Port: _____

Time Warning Threshold: _____   Time Warning Port: _____

Figure 4

5.5 COVERAGE PATH CONFIGURATION

All extensions that are to use the Octel message server for call coverage must be assigned a coverage path that includes the Octel message server as a coverage point. This may require the addition of new coverage paths as well as the modification of existing coverage paths.

CAUTION: Every coverage path that includes the Octel message server as a coverage point must specify a greater number of rings for RNA that the message server specifies in the INFORMATION Table Indexes 7 and 8.

Before you configure the coverage path, consider:

- Under what call conditions (e.g., busy, RNA, send all calls) should calls forward to the Octel message server?

- Which if the three coverage points should be used to forward calls to the Octel message server?

Configure the coverage path(s) as follows:

1. List all coverage paths and note which must be changed.

2. Use the CHANGE command to modify one of the coverage paths.

3.   Enter the Octel hunt group (HX) as COVERAGE POINT NUMBER 1 in the coverage path.

4.   Check the COVERAGE CRITERIA. Verify that the number of rings for Don't Answer is one more than the number of rings specified for RNA in the Octel 200/300 message server.

5.   Repeat steps 2 through 4 for each coverage path that must be changed.

6.   Create a coverage path that has the attendant as its first coverage point and the extension of the last Octel port as the second coverage point. This coverage path (also referred to as CPX) is the one that should be specified for the access extension. Specify the coverage path assigned to the port as nine rings before forward.

7.   Add and define any new coverage paths that are needed for special applications involving the Octel message server.

5.6 TRUNK GROUP CONFIGURATION

Any incoming CO trunk group answered by the message server must have its incoming destination defined to be the Octel hunt group. The group name for trunk groups must use the naming convention described in section 5.1.

Configure the trunk group as follows:

1.   List the G3 trunk groups. Note those that are answered directly by the Octel 200/300 message server.

2.   Use the CHANGE command to modify one of the trunk groups.

3.   Change the trunk group's name to fit this format: T-XXX, where XXX is the trunk group's TAC (trunk access number).

4.   If the trunk group is to be answered directly by the Octel message server, enter EXTNH for the INCOMING DESTINATION. Also, write down the Group Number and the TAC. These numbers are needed for the Octel configuration.

5.   Repeat steps 2 through 4 for each trunk group noted in step 1.

5.7 EXTENSION CONFIGURATION

All of the G3 extensions to be integrated must have their STATION data modified in order for the message server to provide adaptive integration.

Configure the station extensions as follows:

1.   List the G3 stations.

2.   Use the CHANGE command to modify one of the stations. *Figure 5* shows an example of a STATION data-entry screen for a 2500-type telephone. Extensions may be configured as other types of stations, but

the STATION data screen for the 2500-type phone illustrates the essential station extension changes required for adaptive integration.

3. Change the station's Name entry to fit the format described in section 5.1.

4. Message-waiting indication only: if the station has a message-waiting indicator, enable "Leave Word Calling reception" by entering Y in the LWC Reception? entry in that station's COS.

5. Assign a coverage path to the station using the coverage path entry.

6. Repeat steps 2 through 4 for each station that is to be integrated.

STATION

Extension:
 Type: 2500   Lock Messages? **n** COR: _____ Room:
 Port: _____   Security Code: _____ COS: _____ Jack:
 Name: **Joe XXX Smith**   Coverage Path: _____ Tests: _____ Cable:

FEATURE OPTIONS
      LWC Reception: *Y*   Coverage Msg Retrieval Permission? ____
      LWC Activation? __
    Redirect Notification? __   Data Restriction? ____
    Off Premise Station? __   Call Waiting Indiczation? ____
              ATT: Call Waiting Indcation? **N**
   Switchhook Flash? ____   Distinctive Audible Alert? ____
             Message Waiting Indicator? ____

ABBREVIATED DIALING
List1: _____   List2: _____   List3: _____

 HOT LINE DESTINATION
      Abbreviated Dialing List Number (From above 1, 2, or 3): _____

        DialCode: _____

Figure 5

Configuring the Octel message server

6.0 CONFIGURING THE OCTEL MESSAGE SERVER

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

6.1 EXTERNAL CALL CONFIGURATION

Definity G3 provides the Octel message server with the Trunk Group number of an external call. The TRUNK GROUP Table enables the message server to process the call according to the trunk group on which the call was received, instead of according to which port the message server answered the call on. This means that integrated ports do not need to be to be split. Here are some examples of how this can be applied:

- A different company greeting may be used for each trunk group.

- External and internal callers can have different intercept positions.

- Different intercept positions can be defined for each trunk group.

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

6.2 INTERNAL CALL CONFIGURATION

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

6.3 BEFORE YOU CONFIGURE THE OCTEL MESSAGE SERVER

Before configuring the Octel message server, complete the following:

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

2. Make note of the following definitions for the ports:
    - Number of ports
    - Port extension number
    - Integrated (Y/N)

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

4. Set the number of ring cycles before forwarding for all mailboxes that are forwarded to the Octel message server to be one less than the number of rings in the Definity G3. Use the .M INFO command, index #7.

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

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

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

Mailbox COS:

COS Attribute 6 - CALL EXTENSION FIRST BEFORE PLAYING GREETING

If mailbox holders leave a greeting on even when they are available to answer calls, assign this attribute to the COS to allow them to receive call

transferred from the Octel message server. Command: .A COS

COS Attribute 9 - LAMP OR DISPLAY PHONE MESSAGE WAITING

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

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

COS Attribute 15 - TRANSFER TO A RINGING STATION

Assign a COS with Attribute 15 to mailboxes of extensions that the Definity G3 forwards to the Octel message server. Command: .A COS

PORT COS
COS Attribute 58 - DO NOT USE THIS PORT FOR INTEGRATION

Assign this COS attribute to those Octel ports used in special applications that do not require integration. These ports would be supported by standard line cards rather than APIC cards. Command: .A COS

INFORMATION Table
INFORMATION Table Index 25 - QUICK GREETING ACTIVATION

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

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

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

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

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

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

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

MASTER CLOCK (SYNC) - One APIC card must be designated as the primary to provide clock synchronization with the PBX digital card

supporting the APIC. When more than one APIC card is installed in the message server, the second card is designated as secondary; the third card as tertiary. The remaining installed cards are designated as NONE.

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

System Parameters
System Parameter 3 - PBX MODEL

Select the model number of the telephone system. For Avaya Definity G3, select 3 - ATT and then choose System 75. Do not select Definity-ITAL. unless this device is used in Italy. Command: .M SYS 3

System Parameter 33 - PBX INITIALIZATION CODE

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

System Parameter 77 - PBX PROVIDES MOMENTARY DISCONNECT

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

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

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

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

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

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

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

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

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

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

System Parameter 116 - SHOULD INTEGRATION BE ACTIVATED?

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

System Parameter 117 - RINGBACKS BEFORE ANSWERING AX
            PORT

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

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

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

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

System Parameter 198 - PCM ENCODING FOR SYSTEM

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

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

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

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

7.0 Avaya DEFINITY G3 TESTING

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

7.1 APIC installation

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

LED Descriptor	LED Color
DOWN LED	Red
GOOD LED	Green
Port 1 LED	Yellow
Port 2 LED	Yellow
.	.

```
                    .                                    .
                    .                                    .
       Port 12 LED                                    Yellow
       LEDs 13 - 16 are unused.              ----
```

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

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

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

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

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

4. Firmly seat the APIC card connectors into the motherboard by pressing the ejectors against the front edge of the card. The ejectors clip onto small pins on the integration card when the connectors are properly seated. *WARNING:* Do not slam the adaptive integration card into the cabinet, as this may damage the card or motherboard connectors.

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

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

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

7.2 POWER-ON ROUTINE

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

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

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

NOTE: The 12 port LEDs on the APIC proved simple visual indication of port status. The APIC port LEDs always remain OFF while an APIC port is

disconnected or while the APIC firmware is initializing the 7407D link to the PBX. The port LEDs flash briefly during the initialization process. Once initialization is complete, the port LED reflects the port status as follows:

- The port LED is ON solid when a port is off-hook.

- The port LED flashes approximately three times per second while a port is reporting ringing to the VCU.

- The LED flashes approximately ten times per second when a port is reporting a line drop event, or abandoned caller, to the VCU.

7.3 TESTING THE ADAPTIVE INTEGRATION

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

8.0 CONSIDERATIONS

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

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

8.3 The Avaya Definity G3 does not support unsupervised transfers to busy stations without busy-call coverage programming. Calls will be lost. Ensure that all applicable extensions have busy-call coverage programmed, including all extensions configured as return-to-operator targets.

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

8.5 Extensions on the Avaya Definity G3 can be a maximum of five digits.

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

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

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

8.7 **Avaya G3s and G3vs PBX's require that the Voicemail Applications software feature be enabled in order to support message waiting indication.** Normally, these two "low-end" switches can be ordered with two different software packages: Premium Business Package, and Advanced Business Package. The Premium Business Package includes Voicemail Applications software; the Advanced Business package comes default without that feature. The feature is needed to support Leave Word Calling, which is necessary for message waiting activation/deactivation.

8.8 **Multiappearance voice terminal users on Avaya System 75, Definity G1 and G3 can bridge onto calls that forwarded to the Octel system.** A feature called "Temporary Bridged Appearance" allows multiappearance voice terminal users to "bridge" onto a call that has "Call Covered" and been answered by another station. If the "covering" station is an Octel port, the calling party can inadvertently be "conferenced" by the called party and the Octel port. According to Avaya documentation, this feature can be disabled by setting the Feature-Related System Parameter "Keep Held SBA at Coverage Point" to "N" (Avaya System 75 software V3 and higher and Avaya G1). Field testing has shown that this parameter does not have any effect on "Temporary Bridged Appearance" for Avaya System 75, G1 and G3 PBX's. In order to disallow "Temporary Bridged Appearance" on G3 PBX's using G3V1, G3V2 and G3V3 software release, Vectoring software is required. This is accomplished by configuring the Octel ports UCD/ACD group pilot number into a Vector as a "route to" step. Then, assign the VDN (configured with "Allow VDN Override: n") associated with this newly configured Vector as the call coverage point for all subscribers stations. For G3V4 and higher software releases, Temporary Bridged Appearance can be disabled by setting Feature-Related System Parameter "Prohibit Bridging onto Calls with Data Privacy" to "y", and configuring the Class of Service assigned to the digital ports connected to the APIC's with "Data Privacy" enabled; then simply enable "Data Restriction" on those same ports. Please note that when "Prohibit Bridging onto Call with Data Privacy" is used, the call appearance receiving the

call is still going to be "active" (busy) for the duration of the entire call, and cannot be used to receive or initiate calls during that time. This means that digital stations having only one call appearance (such as the 7401 sets) cannot make any calls until the party leaving the voicemail message hangs up.

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

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

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

8.12 **IP PHONES** installed on Avaya PBXs integrated with voice messaging systems using Analog or Proprietary integrations may generate additional DTMF tones and cause errors when accessing voice mail. We have not seen this problem occur with IP Phones installed on Avaya PBXs using a digital QSIG integration to our voice messaging systems.

8.13 **MSA administration** is required for voice mail hunt groups that are accessed by a "messaging split" vector step. In particular, this functionality is required when a vector on an Avaya PBX accesses an Octel Voice Mail system, a Magix centralized voice mail system, or any voice mail system that uses Mode Code integration to turn on Message Waiting lights. For Communication Manager (CM) software CM1.1.2 (both the "r" server [formerly G3r] and S8000 series servers use this software/term) a patch is available to restore the keyword 'msa' back to the Message Center field on the hunt group form. There is no patch for systems earlier CM

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software versions. CM 1.2 restores the 'msa' keyword, now named *msa-vm,* without the need for a software patch.

Revision	Issue Date	Reason for Change
Revision L	11/01	Prior release
Revision M	3/4/04	Added new consideration 8.12 & updated diagram Page 1
Revision N	3/4/05	Added consideration 8.13