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Product Support Notice

PSN #	PSN020186u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 27-Apr-15. This is Issue #1, published date: 27-Apr-15.	Severity/risk level	Medium	Urgency	When convenient

Name of problem	Clarification of new off-pbx-telephone configuration sets.

Products affected

Avaya Aura® Communication Manager (CM), Releases 6.3.6.0 and higher

Avaya Aura® Solution for Midsize Enterprise, Releases 6.x.x

S8300 Server

S8510 Server

S8800 Server

Common Servers (HP & Dell)

Problem description

This problem occurs in Avaya Aura® Communication Manager (CM) Releases 6.3.6.0 and higher.

This PSN is intended to clarify the use of new off-pbx-telephone configuration sets: "onex", "mobile-onex" and "callback-onex". CM configuration sets are a group of attributes that affect the behavior (call treatment options) of OPTIM (Off-PBX Telephony Integration) and XMOBILE (X-Station Mobility) calls. They now also provide a set of attributes for Avaya one-X® clients/application calls via the off-pbx-telephone configuration sets.

Resolution

OPTIM allows an off-pbx-telephone to function similar to an endpoint that actually resides on CM, and allows invocation of a variety of CM features including conference and transfer.

OPTIM configuration sets have historically applied to station extensions on the "off-pbx-telephone station-mapping" System Access Terminal (SAT) form. Configuration sets 1-99 are pre-defined with default values and can be changed via the "change off-pbx-telephone configuration-set nn" SAT command, where nn is a configuration set number 1 through 99.

Example of the "change off-pbx-telephone configuration-set" SAT command/form:


```
drccd.dr.avaya.com - PuTTY

change off-pbx-telephone configuration-set 1                    Page   1 of   1

                          CONFIGURATION SET: 1

            Configuration Set Description:
                      Calling Number Style: network
                       CDR for Origination: phone-number
          CDR for Calls to EC500 Destination? y
                 Fast Connect on Origination? n
                 Post Connect Dialing Options: dtmf
                Cellular Voice Mail Detection: timed    (seconds): 4
                              Barge-in Tone? n
                 Calling Number Verification? y
       Call Appearance Selection for Origination: primary-first
                            Confirmed Answer? n

  Use Shared Voice Connections for Second Call Answered? n
 Use Shared Voice Connections for Second Call Initiated? n
          Provide Forced Local Ringback for EC500? n
                  Apply Ringback upon Receipt of: Call-Proceeding

         Location to Route Incoming Overlap Calls: station
```

Example of the "off-pbx-telephone station-mapping" command/form where configuration sets are applied to station extensions for OPTIM:

```
drccd.dr.avaya.com - PuTTY                                    [ - ] [ □ ] [ X ]
change off-pbx-telephone station-mapping 8000              Page   1 of   3
                  STATIONS WITH OFF-PBX TELEPHONE INTEGRATION

 Station         Application Dial   CC  Phone Number    Trunk      Config  Dual
 Extension                   Prefix                     Selection  Set     Mode
 8000            _____       _____ -   _____    ____       █_      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____
 _____    _____       _____ -   _____    ____       __      ____

Enter Configuration Set ( 1 - 99 )
```

In CM 6.3.6.0 (Feature Pack 4 / Service Pack 6) and higher Service Packs/Releases, three new off-pbx-telephone configuration sets were added to provide attributes for one-X applications: "onex", "mobile-onex" and "callback-onex". These three configuration sets are system wide and applicable for every one-x, mobile-onex or callback-onex application, and cannot be applied to individual stations/users like configuration sets 1-99.

Example of the "off-pbx-telephone configuration-set onex" command/form:

```
drccd.dr.avaya.com - PuTTY                                    [ - ] [ □ ] [ X ]
change off-pbx-telephone configuration-set onex           Page   1 of   1

                           CONFIGURATION SET: 101

                 Configuration Set Description:
                          Calling Number Style: network
                           CDR for Origination: phone-number
            CDR for Calls to EC500 Destination? y
                    Fast Connect on Origination? n
                    Post Connect Dialing Options: dtmf
                    Cellular Voice Mail Detection: none
                              Barge-in Tone? y
                    Calling Number Verification? n
        Call Appearance Selection for Origination: primary-first
                              Confirmed Answer? n


  Use Shared Voice Connections for Second Call Answered? n
 Use Shared Voice Connections for Second Call Initiated? n
                Provide Forced Local Ringback for EC500? n
                    Apply Ringback upon Receipt of: Call-Proceeding
                                  Call Log Notify: dialed
         Location to Route Incoming Overlap Calls: station
```
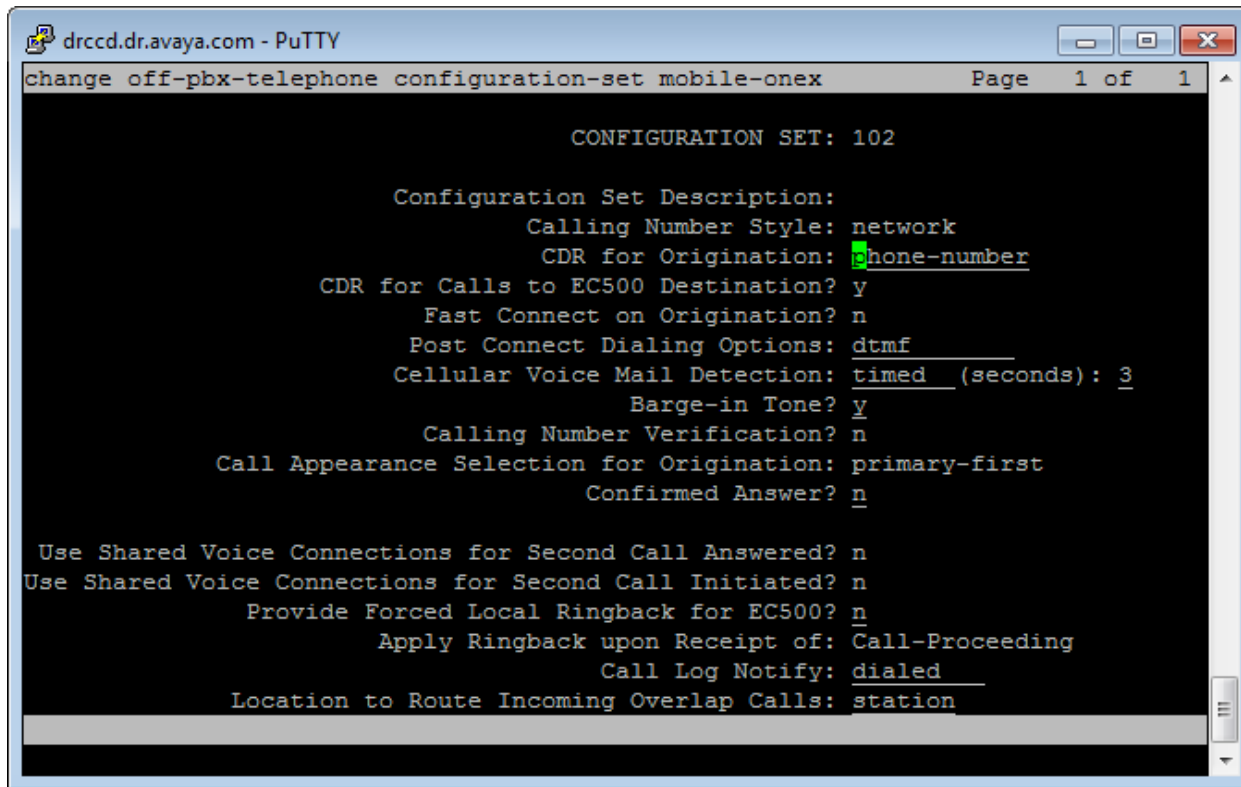
Example of the "off-pbx-telephone configuration-set mobile-onex" command/form:
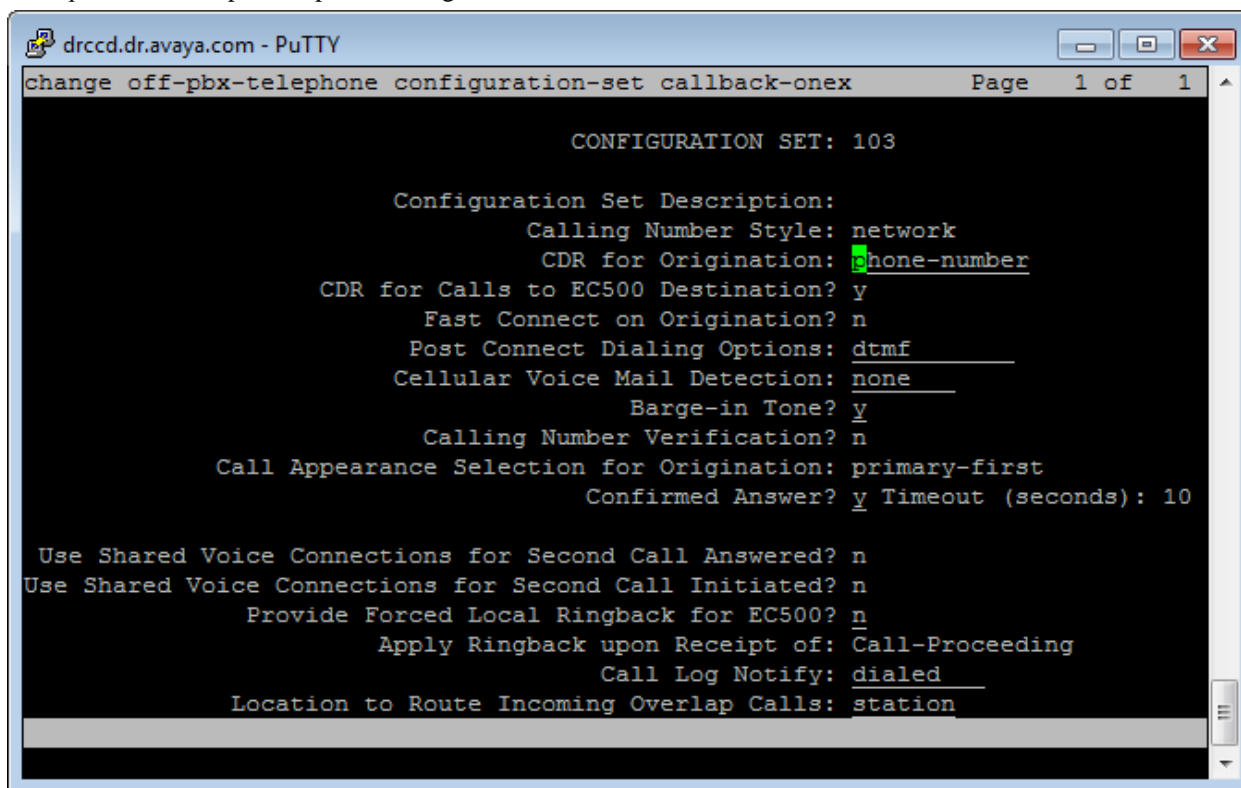
```
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change off-pbx-telephone configuration-set mobile-onex          Page   1 of   1

                              CONFIGURATION SET: 102

                  Configuration Set Description:
                           Calling Number Style: network
                          CDR for Origination: phone-number
           CDR for Calls to EC500 Destination? y
                     Fast Connect on Origination? n
                    Post Connect Dialing Options: dtmf
                    Cellular Voice Mail Detection: timed    (seconds): 3
                                   Barge-in Tone? y
                     Calling Number Verification? n
           Call Appearance Selection for Origination: primary-first
                                 Confirmed Answer? n

 Use Shared Voice Connections for Second Call Answered? n
Use Shared Voice Connections for Second Call Initiated? n
              Provide Forced Local Ringback for EC500? n
                  Apply Ringback upon Receipt of: Call-Proceeding
                                  Call Log Notify: dialed
          Location to Route Incoming Overlap Calls: station
```

Example of the "off-pbx-telephone configuration-set callback-onex" command/form:

```
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change off-pbx-telephone configuration-set callback-onex        Page   1 of   1

                              CONFIGURATION SET: 103

                  Configuration Set Description:
                           Calling Number Style: network
                          CDR for Origination: phone-number
           CDR for Calls to EC500 Destination? y
                     Fast Connect on Origination? n
                    Post Connect Dialing Options: dtmf
                    Cellular Voice Mail Detection: none
                                   Barge-in Tone? y
                     Calling Number Verification? n
           Call Appearance Selection for Origination: primary-first
                                 Confirmed Answer? y Timeout (seconds): 10

 Use Shared Voice Connections for Second Call Answered? n
Use Shared Voice Connections for Second Call Initiated? n
              Provide Forced Local Ringback for EC500? n
                  Apply Ringback upon Receipt of: Call-Proceeding
                                  Call Log Notify: dialed
          Location to Route Incoming Overlap Calls: station
```

Note: For more details on the configuration set fields shown, refer to chapter 29: Configuration Set in document "Avaya Aura Communication Manager Screen Reference"

The "change off-pbx-telephone configuration-set N"command is used to modify the values of configuration set fields, where N is the specific configuration set:

- N = **1-99** for OPTIM applications
- N = **onex** for general (other than Deskphone or Mobile) one-X destination types
- N = **mobile-onex** for one-X destination type Mobile
- N = **callback-onex** for calls where the one-X callback feature is invoked

The **onex** and **onex-mobile** configuration sets available for one-X applications apply to different destination types on the one-X clients/applications. For general destinations (destinations other than Deskphone or Mobile) the **onex** configuration set is applied. General destinations are those destinations which are added in addition to Deskphone (desk/office phones) and Mobile (mobile phones). For the Mobile destination the **onex-mobile** configuration set is applied. The Mobile destination is usually added while provisioning CES users. The **onex-callback** configuration set is applied when the one-X callback feature is utilized. Note that the **onex-callback** configuration set is not one-X destination dependent, but applied any time the one-X callback feature is invoked.

This example shows the configuration set that is applied for an incoming call to a desk phone when it is answered from various Destination / Answering Phones. In this example there are three additional destinations (General 1 – General 3) configured beyond the standard Deskphone and Mobile destinations:

Incoming Call to a one-X Controlled Phone	
Destination / Answering Phone	**Configuration Set Applied**
Deskphone / desk phone (e.g., 96x1)	*Not Applicable
Mobile / mobile phone	mobile-onex
General 1 / Additional destination phone 1	onex
General 2 / Additional destination phone 2	onex
General 3 / Additional destination phone 3	onex

This example shows the configuration set that is applied if one-X initiates a callback call to another station/phone. In this case the callback-onex configuration set is applied for all non Deskphone destinations. In this example there are three additional destinations (General 1 – General 3) configured beyond the standard Deskphone and Mobile destinations:

Callback call initiated from a one-X Mobile Application	
Destination / Callback Phone	**Configuration Set Applied**
Deskphone / desk phone (e.g., 96x1)	*Not Applicable
Mobile / mobile phone	callback-onex
General 1 / Additional destination phone 1	callback-onex
General 2 / Additional destination phone 2	callback-onex
General 3 / Additional destination phone 3	callback-onex

*If the desk phone is a SIP station, depending on configuration in the off-pbx-telephone station-mapping form, it may apply an off-pbx-telephone configuration set 1-99.

In CM 6.3.6.0 – 6.3.8.0 the following fields in the three new onex off-pbx-telephone configuration sets are editable:

- Cellular Voice Mail Detection
- Confirmed Answer
- Call Log Notify

In CM 6.3.9.0 and later SPs/Releases the following fields in the three new onex off-pbx-telephone configuration sets are editable:

- CDR for Origination
- Post Connect Dialing Options
- Cellular Voice Mail Detection
- Barge-in Tone
- Confirmed Answer
- Provide Forced Local Ringback for EC500
- Call Log Notify
- Location to Route Incoming Overlap Calls

Workaround or alternative remediation
n/a
Remarks
n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch	
n/a	
Download	
n/a	
Patch install instructions	Service-interrupting?
n/a	Yes
Verification	
n/a	
Failure	
n/a	
Patch uninstall instructions	
n/a	

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a
Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
n/a

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.